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Joint Performance  
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# JOINT UPDATE

## Joint Performance Management Office

### Integrated Product Teams, the Key to High Performance

*Catherine Alexander*

What has 27 parts, 18 heads and 100 tentacles? No, it's not a newly discovered form of deep sea life or an alien being. It is the JPMO Integrated Product Teams (IPTs). These 27 IPTs form the core of the JPMO. They enable the JPMO to get its arms around base support activities for the 23,000+ occupants of the Cape Canaveral Spaceport and Patrick Air Force Base. The 18 IPT Leaders provide government insight to the diverse services of the J-BOSC. These teams have been chartered to partner with the contractor and with our customers to facilitate J-BOSC performance and enhance customer satisfaction.

The J-BOSC has been empowered to work directly with customers; this is the standard interface for all requirements. Customers are expected and encouraged to contact the J-BOSC directly. When a customer's attempt to interface directly with the contractor has not been successful, the IPT Lead is available to assist. One of the primary duties of the IPT is to coordinate interfaces and resolve issues. When the customer or the contractor feels they have reached an impasse, the IPT will assist both parties to identify a solution.



**IPT members meet to discuss issues and develop solutions**

In the past, program management offices frequently responded to phone calls from customers and fielded these to the contractor. With the transition to performance based contracting the contractor is empowered to interact with the customer directly and through the IPTs. The IPTs have now matured to the point where the JPMO can rely on the customer's IPT representatives to be the voice of the customer. IPT members are called upon to submit input to such activities as the Areas of Emphasis for Award Fee and the evaluation input for each Award Fee period.

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### New Members of the JPMO Team

Several new faces have recently appeared in JPMO. Mr. Brian Smith recently joined the JPMO, filling the vacant position of Transportation/Logistics

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# J-BOSC FY 99 Fiscal Performance

*Astrid Heard*

One of the J-BOSC Corrective Action Team (CAT) products was an annual Operating Plan to establish the expected annual contract cost. Cost planning by Fund Source, Contract Cost Elements (EEICs), and Work Breakdown Structure element (WBS) is a tool for monitoring fiscal performance as it progresses towards an expected annual cost. The current Operating Plan, established in late April was used by JPMO to monitor cost performance.

In June, the cost performance as compared to the Operating Plan began to predict an annual cost overrun of approximately 3.7%. Teams of J-BOSC and government personnel began to investigate both the causes and the resulting agency impacts of the overrun prediction.

In partnership with JPMO, J-BOSC put a Mitigation Plan into effect during the first week of August. Curtailment of overtime, a liberal leave policy and reduction in purchases of materials and supplies is expected to mitigate most of the predicted overrun. Of course, Mother Nature had to get into the act with the appearance of Hurricane Floyd soon after mitigation was estimated. The necessary, yet unplanned, activity that is required to secure KSC and the Eastern

Range put a temporary "damper" on Mitigation Plans.



The end of the fiscal year provides an opportunity to review what has worked well and where improvement is still needed. The efforts that were made to develop the Operating Plan will continue to bear fruit over the coming year of the J-BOSC.

## Congratulations to the Pearce Family!



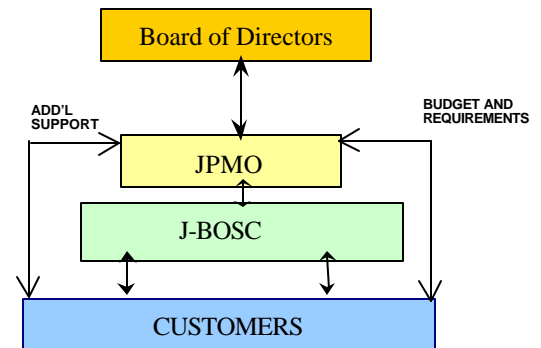
### Jennifer and Rachael Pearce

Jennifer and her husband recently welcomed a new baby girl, Rachael Elizabeth into their family. Baby Rachael was born on August 22, 1999 and weighed in at 6 lbs. 11 ounces. Following her maternity leave, Jennifer will be transferring to the 45 SW Judge Advocate General's Office at PAFB. Congratulations to Jennifer on

her new baby and her new career position.

## Integrated Product Teams, the Key to High Performance

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### Interface relationship between customers and J-BOSC

New customers are provided an orientation to the JPMO, which invites them to participate on the IPTs. Customers work directly with their IPT to support contract activities such as adding requirements and making contract changes.

Developing meaningful metrics and their maintaining them is another component of high performance. The Teams have partnered to establish and maintain meaningful metrics which are then monitored as part of the Government's surveillance plan. The IPTs foster a common understanding of the performance standards of the contract and develop metrics to accurately measure performance in each area. Metrics are also established for the high level objectives of the contract, Safety Health and Environmental Leadership, Keep the Plant Running, Best

Value, Expanded Capability,  
and Customer Satisfaction.

## JPMO Hosts Training Sessions in 7 Habits of Highly Effective People



**Bob Mott and Ken Newton with  
participants in the 7 Habits class**

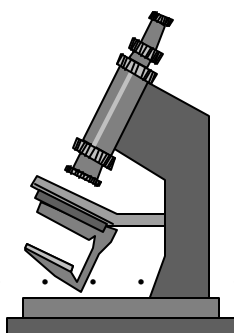
Two members of the JPMO recently completed training over 100 fellow employees on the philosophy and methods of Dr. Steven Covey's Seven Habits of Highly Effective People. Ken Newton and Bob Mott, both IPT Leads in the JPMO Logistics area, received their 7 Habits facilitator training in October 1998. Based upon their excitement about the usefulness of the material, they volunteered to serve as trainers for the rest of the NASA/KSC employees. Bob and Ken attended numerous training seminars with Franklin-Covey and received their certification to teach the Covey material. All JPMO personnel have now completed training in the 7 Habits. Comments from those who have completed the training include the following: "Excellent class – I am using this material every day. Ken and Bob

did a great job of presenting the 7 Habits class."

## Contract Options Increase Umbrella of J-BOSC Services

Effective October 1, 1999, the J-BOSC is scheduled to add several options for new services under its umbrella. The new services include elevator maintenance and asbestos removal services for Patrick Air Force Base. The elevator support will provide periodic maintenance and certification for elevators in Bldgs. 435, 423 and 989 (AFTAC). The elevators average about 40 years of age, requiring a special level of expertise. The asbestos removal services will be available to spring into action whenever a building is being remodeled and asbestos has been identified in the building materials. The crew will carefully dismantle, bag and remove all materials containing asbestos from the construction area in a manner that will prevent the contamination of any adjacent areas. This work is performed in accordance with strict environmental standards.

A series on one year options has been added to the J-BOSC for Precision Measurement and Equipment Lab support for the Cape Canaveral Spaceport. These options will provide the customers of the labs with a flexible contract structure to accommodate changing requirements and related consolidation efforts.



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## New members of the JPMO Team

**Specialist.** Brian comes to JPMO from the Youngstown Air Reserve Base, Vienna, Ohio. Brian is a former U. S. Air Force transportation manager and USAF Reservist. His military career included traveling around the globe teaching operators of the Cargo Movement Operations System (COMS). He enjoys golf and basketball and has settled into a home in Titusville with his family.

**Jane Rievley**, Contracting Officer has joined the JPMO contracting group. Jane's previous assignments included the 45 SW LBS and LO&SC contracts as well as experience with the Space and Missile Command (SMC) aerospace contracts for payloads and launch vehicles. Jane lives in Daytona Beach and has an interest in animal habitat conservation. She currently provides a home to three native Florida turtles, including one that was an endangered species until recently.

**Bette McDaniel** has joined the JPMO Business Office as a Program Analyst. Bette and her husband Jim reside in Melbourne. Bette has worked at PAFB in the 45 SW Comptroller Squadron managing the Logistics Group budget activities. She will be managing the travel, training and administrative budgets for the JPMO. Bette enjoys fishing and golfing during her free time.

Our newest addition to JPMO is **1<sup>st</sup> Lt. Vicki Miletello**. Vicki is a Reservist in the U.S. Air Force, Medical Service Corps. She is from New Orleans, LA and

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tells us that with her French and Italian heritage, she makes an awesome jambalaya. Vicki is the Executive Assistant to our Deputy Director and is cross training in contract management in the JPMO Business Office.

Welcome to all the new members of the JPMO.



## JPMO Newsletter Distribution Via E- mail

In the interest of saving resources, the JPMO Newsletter will routinely be distributed via E-mail to the senior staff of both the 45SW and KSC. Anyone who would like to receive a hardcopy, may request one from the JPMO Customer Support Office at 476-4007, or by requesting a copy from the editor at [Catherine.Alexander-1@ksc.nasa.gov](mailto:Catherine.Alexander-1@ksc.nasa.gov).

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JPMO Staff Office, Attn: Newsletter  
Editor

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## Calendar of Events

For more information call 407-476-4007.

### October 1, 1999

Start of 3rd Period of Performance for J-BOSC

### November 5, 1999

12:30 to 14:30

**JPMO Conf. Rm. # 233, Hanger I Annex, CCAS**

Award Fee Board Dry Run

### November 9, 1999

8:30 to 11:30, E & L Conf. Rm., CCAS

JPMO Award Fee Board Meeting

Review of 2nd Period Semiannual Performance Evaluation and  
Award Fee Report

### December 31, 1999

Midpoint of the 3<sup>rd</sup> Period of Performance

December 31, 1999

### February, 1999

Day and Time TBD

Midpoint 3<sup>rd</sup> Period, Board of Directors Meeting

### March 31, 2000

End of the 3<sup>rd</sup> Period of Performance

### May, 2000

Day and Time TBD

JPMO Award Fee Board Meeting

Review of 3rd Period Semiannual Performance Evaluation and  
Award Fee Report